



U.S. Congressman
Nick Rahall
WORKING FOR WEST VIRGINIANS

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CONTACT: STEPHEN SPINA

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PHONE: (202) 225-3452

RAHALL CALLS ON SSA TO "CLEAN UP ITS ACT"

HUNTINGTON, WV -- U.S. Rep. Nick J. Rahall, II (D-WV) today has called on the Social Security Administration (SSA) "to clean up the act" that has crippled the toll-free number system implemented by the Administration to handle Social Security requests from individuals who need help or information regarding their Social Security claims.

"My constituents have been disserved by the logjam this new number has created," said Rahall. "I want the SSA to return to the system that they had used in the past since it is quite clear that this one simply does not work."

Rahall explained that he was told by the SSA that their move to the toll-free number was an effort to provide around-the-clock service. However, they have had problems filling the time slots with qualified individuals. This created a back-up of phone messages of which many were not returned.

Rahall added that some of his constituents, especially those in Logan County, had told him that sometimes the hotline was not even answered. "If this is the case, and I believe it is, then the SSA is going to have to start cleaning up their act. People in my district depend on this service."

"I have already contacted the commissioner of SSA and representatives of Health and Human Services, and they have assured me that they are now moving quickly to solve the problem," said Rahall.

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